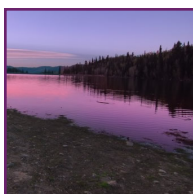


The Human Touch

Utah Department of
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And More!

Director's Message

It has been wonderful this month to see some of our outstanding Department employees recognized. We had three employees receive the new Governor's Award for Excellence and they are featured in this issue of the Human Touch. We had several honored as part of the exciting work being done through the Adolescent Female Advocacy Network led by Nanon Talley. Adult Protective Services honored some legislators and also one of our own, DHS in-house counsel Deb Kurzbach. Many more of you are performing your demanding and sometimes frustrating jobs in every day life, and I appreciate your dedication.

Applications for the new DHS Leadership Academy have been coming in and I am encouraged by your interest. We will do a series of these sessions so if there is enough interest, we may add classes.

I traveled to Cedar City to meet with the leaders of Utah's Indian tribes this month and it was interesting to see the various ways which Human Services and the tribes work together. This is an important partnership. Kudos go to Donna Russell, Savania Tsosie, Lynette Willie and Ais Murray



Lisa-Michele Church
Executive Director

and others in DHS that reach out to the tribes on a daily basis.

I have been working hard with DFCM to help design the new DHS Administration building that will be built in Salt Lake next year. Keith Davis is heading up our DHS team and we are meeting with architects and contractors working with DFCM. It is extremely important to me that we have a beautiful and functional building that helps DHS employees feel valued. As I have told DFCM, our state administrative employees do some of the most difficult and challenging work in state government, and they deserve a nice building! We are also trying to plan for some art displays that can be uplifting.

Enjoy your summer!

Adult Protective Services Honors Legislators And Employees at Annual Conference

Submitted by Debbie Booth, Aging and Adult Services

Lehi – Over 50 staff recently attended the annual Adult Protective Services (APS) Conference. The conference provides an opportunity for staff to receive advanced education and training in their field. In addition, those who have made significant contributions to the Division are honored for their work and advocacy on behalf of the elderly and vulnerable adults in their communities.

Senator Kevin VanTassell and Representative David Litvack were honored for sponsoring and passing legislation to strengthen laws protecting elderly and vulnerable adults in the State of Utah. Senator VanTassell has been an ardent supporter of APS for numerous years and has been actively involved with the Multi-Disciplinary Team in his community.



Kory Meacham
Southeastern
Division



Shirley Winn
Administration

Assistant Attorney General Debbie Kurzban was recognized for her leadership and guidance in developing new legislation. Kurzban worked with staff from each division to incorporate ideas for implementation of the new statute and addressed how the changes may impact staff and their clients.

Staff members from each region were also honored for their dedication and professionalism in serving elderly and vulnerable adults. The staff have made positive contributions and exemplify teamwork within their division.

Alan Ormsby, Director of Aging and Adult Services presented the awards and commended the entire staff for their hard work and dedication within the community.



Dale Robins
Northern Division



Gayle Mackay
Central Division

The Human Touch



Coming Soon:
GRAMA Training in July

BOSSLIFT

Submitted by Kara Freeman and Lisa Schauerhamer, Juvenile Justice Services

Fort Lewis Military Base, Washing-

ton – Kara Freeman, Assistant Program Director of Castle Country Youth Center, was nominated by one of her staff, Sam Saunders, for the Bosslift program. Bosslift is designed to promote cooperation and understanding between Reserve members and their civilian employers and is sponsored by the Employer Support of the Guard and Reserve (ESGR). During the program, Freeman had the opportunity to follow Reserve Troops through their training in preparation for deployment.

"The opportunity to see the training and preparation our Countrymen go through to protect us and help other nations was invaluable. Not only is it physically and mentally strenuous, they sacrifice in terms of daily luxuries, interactions with family and their own lives," said Freeman. "I gained an utmost respect for the work they do and appreciate the positive attitude they display. I never once sensed a reluctance or regret for the mission they have accepted. I hope that we as employers, co-workers, friends, relatives, and acquaintances can show our support of their efforts, not just when they leave or return, but throughout their entire service experience."

In addition to training with the troops, Freeman had the privilege of having dinner with the soldiers, one of whom was



Sam Sanders and Kara Freeman

Saunders. "It was an awesome sight to walk into a large steel building and see 300 soldiers in uniform," said Freeman. "My thoughts went immediately to the families they have left behind in order to protect the freedom we all take for granted." Freeman was presented with a coin exchange, a military custom, and signed a statement of support for the Guard.

"In talking with Kara about this experience, I felt a new feeling of appreciation for our Servicemen," said Lisa Schauerhamer. Freeman suggested that we as a Department should learn more about those among us that are or have served in Afghanistan.

Saunders was deployed in May 2008 and is scheduled to return March 2009; this is his first deployment. He has been with National Guard Reserves for 5 years and began working for JJS in August 2006. Saunders is married and has a 2-year-old son. He is known for his great sense of humor and calmness in his approach to situations.

If you would like to share a story about a co-worker serving in the military please contact Angelique Colemere, acolemer@utah.gov. To read more about the Bosslift program go to:

www.esgr.com.



The Team

Southwest Region Foster/Adoptive Dad of the Year: Blair Hacker, DHS Employee

Submitted by Caron Hacker and Utah Foster Care Foundation

St. George – Blair Hacker is a great father of three children who is dedicated to all of the children in his home. After he and his wife, Caron, adopted 2 siblings in March 2007, Blair decided to take the summer off to entertain and take care of the 6 kids in their home. And entertain is what he did! They went camping, hiking, swimming, and had play dates at the park. They were sad when summer was over and Blair went back to work.

A daily routine for Blair is waking up to a house full of children and no wife. Caron leaves home for work at 5 A.M. This leaves Blair to wake up the children, prepare breakfast, get them dressed, and off to school each morning. He also works full time and begins his day at 9 A.M. In addition to a full-time job, Blair spends approximately 16 hours per work week completing his internship hours, as he is a full-time student in the Master's Program in Social Work. Even with all of these demands, Blair still finds time to come home and maintain his fatherly duties.

Blair and Caron exemplify the attitude that money is not the motivating factor for being foster parents. Southwest Re-



**Nathan Osmond, Blair Hacker
and Kelly Peterson, UFCF CEO**

gion Utah Foster Care Foundation staff believe there is no amount of money great enough to pay for the fostering and safe and loving environment that exists in the Hacker home.

Blair and Caron both work for Utah Department of Human Services. Blair began working as a Case Worker for DSPD in 2000. After four years, he transferred to JJS as a Senior Counselor and, for the last year, is a Lead Worker with Adult Protective Services. Caron works for JJS as an Office Specialist.

2008 Utah Developmental Disabilities Council Annual Advocacy Awards

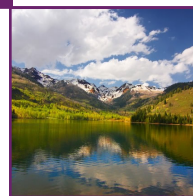
Each year the Utah Developmental Disabilities Council recognizes outstanding people and their advocacy efforts on behalf of the disability community. Categories for the awards include:

- Self-Advocate of the Year
- Volunteer of the Year
- Legislator of the Year
- Parent of the Year
- Media Representative of the Year
- Educator of the Year

Council Members and the public are invited to make their nominations. The Nomination Form is available online, www.utahddc.org and must be submitted to the Council office by July 31, 2008.

The Council will recognize award recipients during the Annual Meeting of the Utah Developmental Disabilities Council on September 23, 2008.

For additional information about the awards go to www.utahddc.org or call Claire Mantonya, 800-333-8824.





The Human Touch

June Edition

Department of Human Services Executive Director's Awards 2008

EXECUTIVE DIRECTOR'S AWARD

Recognizes a DHS employee who has demonstrated exceptional job performance, community service and character.

SUPERVISOR OF THE YEAR

Recognizes a DHS supervisor who promotes the value and critical role of front-line supervision across the department.

CAREER ACHIEVEMENT AWARD

Recognizes a DHS employee whose contributions, efforts, and dedication demonstrates a career of integrity and excellence that promotes the Department's mission and values. DHS employees who have at least 20 years of service as of December 31, 2008 are eligible.

****NEW CATEGORY ****

CULTURAL EXCELLENCE AWARD

Recognizes a DHS employee who has demonstrated excellent effort in cultural outreach within their job duties.

ADDITIONAL INFORMATION

- Nominations accepted **July 1 thru July 31**
- Awards will be presented at the Annual Executive Director's Awards Luncheon, September 29, 2008
- For information contact Angie Colemere, Communications Liaison, acolemer@utah.gov or 801-538-4275
- Full nomination criteria at http://www.hsemployees.utah.gov/pdf/announcement_nominations_2008.pdf

Nominations
open July 1-31



"It was an honor to receive such a prestigious award at the banquet in September 2007. I was overwhelmed with emotion because the nomination was made by my co-workers. It was a very special day for me! After striving for over 20 years to take that extra step to complete my duties and help keep the quality for our agency very high, it was nice to know that something very good happened for me and our agency."

Ginny Geary
2007 Executive Director's Award Recipient

Governor's Awards for Excellence

Submitted by Angelique Colemere, Executive Director's Office

Salt Lake City - The 2008 Inaugural Ceremony for the Governor's Awards for Excellence was held on June 3 at the State Capitol. Over 200 hundred individuals were nominated for their outstanding contributions and commitment to excel-
 lent in the areas of Heroism, Humanitarianism, Innovation/Efficiency, Integrity, Leadership and Outstanding Public Service. Utah Department of Human Services' employees made up one-fourth of the nominations and, of those, three were honored for their outstanding efforts.

Marsha Honore-Jones received the Governor's Award for Excellence in Humanitarianism. Honore-Jones currently works for Utah Development Disabilities Council and was nominated for her advocacy work with the disability community. She partnered with South Valley School in the "People First in Utah" program. The program encourages young adults with disabilities to learn their rights and responsibilities as citizens. Honore-Jones has a record of providing advocacy throughout the disability community and continues to champion the cause for equal opportunities and independence for her clients.

Kevin King was honored with the Governor's Award for Excellence in Integrity. King also works for Utah State Developmental Center as Shift Supervisor/Lead Developmentalist at the Transitional

Living Center (TLC). TLC is a residential facility for men who are developmentally delayed, have a mental health diagnosis and struggle in a community setting. King's outgoing personality, positive attitude, strong work ethic and dedication to encourage success for these men resulted in his nomination and subsequent award. He continually demonstrates sustained integrity, leadership and commitment, all of which contribute to improving the quality of services provided at TLC.

The Governor's Award for Excellence in Leadership was awarded to Shawn Jack. Jack is a Community Service Manager for Utah Division of Child and Family Services serving the Moab and Blanding area. In addition to supervising staff, he carries a small caseload and provides services in this rural community. Jack actively sought and secured medical attention for one of his clients after she had overdosed. His quick decision making skills and ability to work with others saved her life. Jack's outstanding leadership skills, teaming and community partnering efforts and ability to promote a successful working environment in a difficult field of work is evidence of his commitment to excellence.

Each Governor's Award recipient received a letter of congratulations from Governor Jon M. Huntsman Jr., a trophy and a \$500 incentive award.



National Headache Awareness Week

In our stressful world of traffic jams, tight deadlines and high-speed everything, it's no wonder we find ourselves taking an occasional painkiller. Headaches can be caused by muscle tension and are often the result of a stressful lifestyle. They can interfere with our ability to perform well at work or just regular daily activities. For a bad headache, ibuprofen tablets or aspirin can be effective painkillers, but they are only part of the solution. There's much more you can do to escape the nuisance of a throbbing head. Headaches can often be prevented with lifestyle changes such as stress management, regular exercise, and/or dietary changes. The first week of June is National Headache Awareness Week, so take this opportunity to learn what you can do to prevent headaches:

- Diet - Always eat regularly and never allow more than five hours between meals. This will keep your glucose levels in check.
- Exercise - Get regular exercise by walking, cycling, jogging, swimming, dancing or gardening. These are all great ways to stay fit and relieve stress. Walking is a good choice if you tend to hold tension in your neck and shoulders.

- Sleep - Get enough sleep and keep a regular schedule. Go to bed at the same time each night and rise at the same time each morning, even on weekends. This will get your body into a stable routine.
- Relax - Do relaxation exercises once or twice each day for a period of 10-20 minutes.
- Posture - Sit straight in your chair and keep your lower back supported. This is especially important if you spend most of the day sitting down. Take a break each hour to stretch the neck and back muscles by doing neck rolls or touching your toes.
- Office ergonomics - If you spend a lot of time on the phone, invest in a headset or speakerphone. Don't scrunch the handset between your shoulder and your ear.

These are just a few of the ways in which we can prevent headaches from interfering with your day. Practice these healthy habits on a daily basis and you may notice the frequency and severity of your headaches begin to decrease. With any luck you can cross that bottle of headache tablets off your shopping list next month! For more information visit

<http://www.headaches.org/>

NATIONAL HEADACHE FOUNDATION

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National Headache Awareness Week

Take the Latest NHF Survey

NHF Programs

GET A HEAD S.T.A.R.T. ON YOUR HEADACHES

National Headache Awareness Week

June 1-7, 2008

Enhancing the healthcare of headache sufferers.

Donate

CONFLICT OF INTEREST

Submitted by Rosanne Ricks, Department of Human Resource Management-Field Office

"Conflict" is a word we are all too familiar with, and it carries a specific set of meanings. But do we understand what is meant by the word "conflict" when in the context of a "conflict of interest?"

The Department of Human Services Policy 02-02, "Conflict of Interest," defines this type of work related "conflict" and clearly spells out the expectations for all Department employees, volunteers and board members regarding real or even potential conflicts of interest.

Conflicts or potential conflicts of interest may include:

- Soliciting political contributions or engaging in political activity during work hours
- Performing volunteer or paid work for another employer during state paid work time
- Directly supervising individuals with whom you have an external relationship, such as family members

These types of conflict could interfere, or have the appearance of interfering, with your duties as an agent of the State. Additional examples of situations that may present a conflict of interest are detailed in the Conflict of Interest Policy.

Important policy items to keep in mind:

- The policy applies to all employees, volunteers and board members.
- Upon hire, or annually by July 1, employees, volunteers and board members currently involved in outside employment or participating in activities where there could arise a conflict of interest or potential conflict of interest must file a completed "Conflict of Interest Declaration" form and submit it to their supervisors.
- A new "Conflict of Interest Declaration" form must also be completed whenever the outside employment or activities change.
- Employees, volunteers and board members are responsible to ensure they are not, or will not, become involved with employment or activities which present a conflict of interest.

For additional information go to www.dhs.utah.gov, click on "Policies," then select "Policies and Procedures." This information/Policy is also available for review in the "DHS Policy Manual," "Personnel" section.



The Human Touch

Income Verification: New IRS Procedures

Submitted by Debra Mardanlou, Internal Revenue Services

The IRS recently instituted standardized procedures and products to provide transcript information to external customers. Currently, taxpayers are being referred to Taxpayer Assistance Centers to obtain transcript information. In an attempt to provide a more effective way of handling these transcript requests the Return and Income Verification Services (RAIVS) units will provide transcript products to taxpayers and third party requesters. RAIVS employees are trained to provide specific transcript products that meet the needs for the vast majority of customers.

Taxpayers and third party requesters will now be able to use Form 4506-T, Request for Transcript of Tax Return, to obtain tax return transcripts and tax account transcripts. Third Party Requesters must have taxpayers complete Form 8821, Tax Information Authorization, prior/in addition to submitting Form 4506-T. The standardized transcript product, returned by the RAIVS unit, will provide the needed federal tax information to administer your responsibilities. The address of your servicing RAIVS unit can be found on the back of Form 4506-T.

Form 4506-T and 8821 are available on the IRS web at www.irs.gov, specifically, <http://www.irs.gov/pub/irs-pdf/f4506t.pdf> and <http://www.irs.gov/pub/irs-pdf/f8821.pdf>. This procedural change will allow the IRS to maximize our resources and provide you with the data you need to do your job.

The Human Touch



Jill McKinlay

Program Administrator II, Southwest Utah Youth Center

What is the best part of your job?

The best part of my job is being part of a team that makes such a big difference in the lives of kids, families and the community. I feel like I get to work with so many great people, and I learn something new everyday.

What is your favorite book?

I wouldn't say that it was my favorite, but the last book I read was Quiet Strength by Tony Dungy. It was very motivating.

Where would you travel if you could go anywhere in the world?

I would love to go to Australia or New Zealand.

Where is the best place to eat in your city?

There are so many good ones. I would have to pick Milt's Stage Stop in Cedar Canyon.

Postcards from Cedar City

Susan Swapp

APS Investigator

What is the best part of your job?

The favorite part of my job is working one on one with a vulnerable adult. I also enjoy working with our community resources and advocates who provide guidance and services to ensure that the client's protective needs are met. I have found this particular part of my job to be very challenging, and rewarding.

I also love to work with our local agencies, and the Senior Center Directors from the Five County Association of Government to provide presentations, training and conferences for our senior population. In the past we have had many successful conferences at Ruby's Inn (Bryce Canyon) for our seniors from Iron, Garfield, Washington, and Beaver Counties which has provided the seniors with information concerning scams, exploitation of a vulnerable adult, legal issues, and awareness of illegal drug substances. We were fortunate to have a demonstration from the Garfield Co. Sheriff's Dept. (Drug Task Force) where their trained dogs demonstrated how they searched out illegal substances.

What is your favorite book?

Lately, I love to read anything Dr. Phil writes... I also love his T.V. Shows.

Where would you travel if you could go anywhere in the world?

Alaska, I have always wanted to see this beautiful country, it's wild life, and the world famous glaciers.

Where is the best place to eat in your city?

If you drive about five miles up Cedar City Canyon, you will see Milt's Stage Stop located on the right side of Highway 14. It's a rustic cabin restaurant with all the fancy fixins'. Also, while you're dining you can watch the deer grazing in our spectacular Southern Color Country Mountains.



First Annual Adolescent Female Advocacy Network Conference

Submitted by Nanon Talley, Juvenile Justice Services

Salt Lake City— Juvenile Justice Services (JJS) held the First Annual Adolescent Female Advocacy Network (AFAN) Conference for Juvenile Justice Services Female Task Force Members on June 3. The purpose of AFAN is to develop and promote a strong network of advocates willing to address policy, resource development and treatment services related to gender-specific issues and healthy opportunities for all young women in our communities. In addition to excellent training sessions, the conference provided an opportunity to support and recognize each of the individual task-force members who continually advocate for the needs of females within their programs. Two awards were presented at the conference; Female Advocate of the Year Award and Female Advocate Program of the Year Award.

The Female Advocate of the Year award was presented to Jessica Xias. Xias, a task-force member from Salt Lake Early Intervention was recognized for her continual dedication to the girls in her program. Her



Female Advocate of the Year award was presented to Jessica Xias



Split Mountain Youth Center in Vernal awarded Female Advocate Program of the Year

program is so outstanding; it is not uncommon for girls who have completed their court order in Early Intervention request to continue to attend her girls group.

Split Mountain Youth Center in Vernal, under the direction of their program director, Bill Boyle was awarded as the Female Advocate Program of the Year for the work they have done with females. Boyle organized a committee within the facility to address the needs of the young women who receive services in Detention, Early Intervention, Observation and Assessment, Youth Services and Shelter. Staff who participate on this committee have shown unending dedication and continually strive to provide quality services to young women.

AFAN was created over 10 years ago in Salt Lake; and in the past three years the network has expanded throughout the entire state and making a difference in the lives of many young women. With a substantial population of adolescent female offenders, JJS has placed a greater focus on improving the services provided to young women.



The Human Touch

The Human Touch

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Training Tidbits

Proper training is essential to best serving our consumers. Below are just a few of the upcoming training opportunities supported by the department:

Designated Examiner Training

July 29, 2008

Salt Lake City, Utah

For more information contact Susan Harding, 801-538-4367 or sharding@utah.gov

17th Annual Domestic Violence Council Conference

September 16-19, 2008

Salt Palace Convention Center

Salt Lake City, Utah

For more information or to register, go to <http://www.udvc.org>

American Indian Wellness Conference

"Sunrise to Sunset: Health Across the Lifespan"

September 30, 2008

Davis Convention Center

Layton, Utah

For more information or to register, contact Ais Murray, 801-538-3912, amurray@utah.gov

Utah State Developmental Center Fall Conference

October 1, 2008

Utah State Developmental Center

American Fork, Utah

For additional information contact Dan Chase, 801-763-4261, dchase@utah.gov

Utah Fall Substance Abuse Conference

October 1-3, 2008

Davis Conference Center

Layton, Utah

For more information or to register, go to <http://www.utahsamh.com/>

**You learn something every day
if you pay attention.
Ray LeBlond**

National Drug Endangered Children Conference

October 6-8, 2008

Radisson Hotel

Salt Lake City, Utah

For more information or to register, visit the website,

<http://nationaldec.org/Conference/conference.htm#2007Conf>

Critical Issues Facing Children & Adolescents

November 13-14, 2008

Hilton – Salt Lake City Center

Salt Lake City, Utah

For more information call 801-501-9446.

HELP WANTED

Are you aware of a training or conference that we don't have listed in the Human Touch or online?

If so, please notify Angelique Colemere, ACOLEMER@utah.gov 801-538-4275.

You may also submit events online on the department training calendars, www.hstraining.utah.gov.